

Application No. 10/002,771
Response to Final Office Action

Customer No. 01933

Listing of Claims:

Claims 1-27 (Canceled).

28. (Currently Amended) A method for providing usage data utilizing a remote maintenance system, said method comprising:

acquiring request claim information from an apparatus of a first user in which an error has occurred, the apparatus having a
5 copying function;

identifying ~~a~~ at least one necessary usage data item from ~~the request information~~ based on a claim type corresponding to the claim information;

accessing through a network the apparatus of the first user
10 and an apparatus of a second user, wherein the apparatus of the first user and the apparatus of the second user are of a same model; and

acquiring usage data information corresponding to the identified usage data item from the apparatus of the first user
15 and from the apparatus of the second user; and

comparing the usage data information acquired from the apparatus of the first user with the usage data information acquired from the apparatus of the second user, analyzing both said acquired usage data information, and determining a solution
20 for the claim.

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29. (Currently Amended) The method according to claim 28, further comprising providing the acquired usage data information to a terminal operated by a maintenance administrator.

30. (Currently Amended) The method according to claim 28, further comprising analyzing the usage data information acquired from the apparatus of the second user and generating an average value of each usage data item.

31. (Previously Presented) The method according to claim 28, wherein the usage data item includes a number of copies.

32. (Previously Presented) The method according to claim 28, wherein the usage data item includes a number of copies in each paper feed stage of the apparatuses.

33. (Previously Presented) The method according to claim 28, wherein the usage data item includes an image concentration measurement value of the apparatuses.

34. (Previously Presented) The method according to claim 28, wherein the usage data item includes an exposure set value of the apparatuses.

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35. (Previously Presented) The method according to claim 28, wherein the usage data item includes an automatic concentration adjustment set value of the apparatuses.

36. (Previously Presented) The method according to claim 28, wherein the usage data item includes a drum charge adjustment set value of the apparatuses.

37. (Previously Presented) The method according to claim 28, wherein the usage data item includes a network environment of the apparatuses.

38. (Currently Amended) A system for providing usage data utilizing a remote maintenance system, said system for providing usage data comprising:

a request claim information acquiring section which acquires
5 request claim information from an apparatus of a first user in
which an error has occurred, the apparatus having a copying
function;

an item identifying section which identifies a at least
one necessary usage data item ~~from the claim information~~ based on
10 a claim type corresponding to the claim information; and

an information acquiring section which: (i) accesses through
a network the apparatus of the first user and an apparatus of a

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second user, wherein the apparatus of the first user and the apparatus of the second user are of a same model, and (ii)
15 acquires usage data information corresponding to the usage data item from the apparatus of the first user and from the apparatus of the second user; and
a determining section which compares the usage data
information acquired from the apparatus of the first user with
20 the usage data information acquired from the apparatus of the second user, analyzes both said acquired usage data information, and determines a solution for the claim.

39. (Currently Amended) The system according to claim 38, further comprising a providing section which provides the acquired usage data information to a terminal operated by a maintenance administrator.

40. (Currently Amended) The system according to claim 38, further comprising an average generating section which analyzes the usage data information acquired from the apparatus of the second user and generates an average value of each backup usage data item.

41. (Currently Amended) A computer-readable storage medium having computer-readable program code stored thereon for causing

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a computer to provide usage data utilizing a remote maintenance system, said computer-readable program code comprising:

5 computer readable program code for causing the computer to acquire ~~request~~ claim information from an apparatus of a first user in which an error has occurred, the apparatus having a copying function;

10 computer readable program code for causing the computer to identify ~~a~~ at least one necessary usage data item ~~from the request information based on a claim type corresponding to the claim information~~;

15 computer readable program code for causing the computer to access through a network the apparatus of the first user and an apparatus of a second user, wherein the apparatus of the first user and the apparatus of the second user are of a same model; and

20 computer readable program code for causing the computer to acquire usage data information corresponding to the usage data item from the apparatus of the first user and from the apparatus of the second user; and

25 computer readable program code for causing the computer to compare the usage data information acquired from the apparatus of the first user with the usage data information acquired from the apparatus of the second user, analyze both said acquired usage data information, and determine a measure against the claim.

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42. (Currently Amended) The computer-readable storage medium according to claim 41, further comprising computer readable program code for causing the computer to provide the acquired usage data information to a terminal operated by a maintenance administrator.

43. (Currently Amended) The computer-readable storage medium according to claim 41, further comprising computer readable program code for causing the computer to analyze the usage data information acquired from the apparatus of the second user and generate an average value of each ~~backup~~ usage data item.